



World Food Programme

SAVING LIVES CHANGING LIVES

UNHAS Nigeria Monthly Report 01-31 December 2023



Operational update

In 2023, UNHAS Nigeria achieved significant milestones, transporting **45,253** passengers and delivering **190.65** metric tons of humanitarian cargo through fixed-wing and helicopter flights. UNHAS conducted **13** medical transport flights, assisting **14** patients from humanitarian agencies, and executed **10** charter flights to support agency-specific humanitarian missions. These accomplishments underline UNHAS's commitment to providing essential air services and supporting the humanitarian community in Nigeria.

UNHAS' operational achievements for **December 2023** includes:

• Passenger Transported:

In December 2023, UNHAS transported a total of **2,641** passengers, with **1,920** individuals reaching deep field locations in northeast Nigeria through helicopter flights. The remaining **721** passengers were served through fixed-wing flights connecting Abuja, Maiduguri, and Yola.

United Nations Humanitarian Air Service (UNHAS) Destinations served by UNHAS Nigeria as of November 2023	Destinations	
	Rotary-wing	Fixed wing
	Maiduguri Banki Bama Damasak Damaturu Damboa Dikwa Gwoza Monguno Ngala Pulka Rann	Abuja Maiduguri Yola

Additionally, UNHAS conducted two special flights dedicated to supporting registered agencies' humanitarian missions, demonstrating its commitment to providing vital air services in the region.

• Percentage of bookings served:

In December 2023, UNHAS Nigeria successfully fulfilled **98%** of booking requests on the same day of travel. The remaining 2% spillage occurred due to low load and late bookings by the agency. Spill bookings were accommodated either on the next day or another day during the week, aligning with the established schedule, and ensuring the uninterrupted delivery of humanitarian air services to the humanitarian community.

UNHAS Nigeria:

HELICOPTER OPERATIONS:

Nigeria.helo@wfp.org

+234 (0)812 758 9976 (Duty Number)

FIXED-WING OPERATIONS:

UNHAS.Nigeria@wfp.org

+234 (0)708 998 3945 (Duty Number)

December 2023

Photo credit: WFP/UNHAS Nigeria - MIU

In numbers

- **05** aircraft
- **14** destinations covered
- **279** flights performed
- **87** organizations served
- **2,641** passengers transported
- **4.81** mt of humanitarian cargo transported
- **44** passengers no-shows

• Humanitarian Skies: UNHAS Nigeria Migrates to UN Humanitarian Booking Hub

In a move to enhance user experience and streamline operations, UNHAS Nigeria is undergoing a transition from its current online booking platform to the UN Humanitarian Booking Hub website. The Humanitarian Booking Hub offers users access to a myriad of functions, encompassing accommodation booking, UN mobility, UN Clinics, and more. One standout feature is the seamless booking of flights. The UN Humanitarian Booking Hub is designed to provide user-friendly solutions, aligning with the needs of the humanitarian community. The three-day hybrid webinar, organized by UNHAS Nigeria and presented by the Humanitarian Booking Hub team from WFP Headquarters, offered users valuable insights into accessing the platform, understanding technicalities, and following standard operating procedures. The platform, owned and operated by WFP, boasts both a mobile app and desktop version, tailored to address country-specific needs and considerations for users in remote field locations with limited data connectivity. The positive reception from users indicates that this transition is perceived as a significant improvement. The migration's primary goal is to enhance communication across the network, facilitating real-time information exchange and immediate feedback. The careful transition from the TakeFlite platform to the UN Booking Hub involved meticulous planning, including data migration, staff training, and a phased approach to minimize disruptions.

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• UNHAS Nigeria develops Multiple air cargo Alternatives

For efficient and cost-effective cargo transport in the **North-East region**, UNHAS Nigeria in December, 2023, introduced various options for cargo movement using **rotary-wing aircraft (Helicopter)** to the deep field. With Space Available Cargo for a complimentary cargo service for humanitarians which is Free within two weeks, shipments that do not require urgent delivery will be completed within two weeks, depending on the availability of space as communicated to the requesting party.



Confirmed and Special Cargos are transported on weekdays or weekends (Saturday) delivery using cargo dedicated flight with the \$2 per kg Within a week for urgent and essential humanitarian cargo, or as agreed with the requesting party.

For efficient processing, users are required to indicate the priority sequence on the Cargo Movement Request form. Additionally, organizations must submit the UNHAS Nigeria - Special Flight Request Form at least 72 hours before the scheduled delivery date for special cargo. These enhancements aim to facilitate smoother humanitarian cargo operations, aligning with UNHAS's dedication to supporting vital missions in the region.



UNHAS Humanitarian Air Service

